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Illinois Nursing Home Ombudsman Program



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What is an Ombudsman?

“Ombudsman” is a Scandinavian term for a person who acts as a citizen representative.

The primary duty of an ombudsman is to protect the rights of individuals by resolving problems and grievances, supplying information, and encouraging institutions and agencies to be more responsive to the people they serve. An ombudsman is an objective and impartial person, who can take two sides of an issue into account.

Why an Ombudsman for a long term care facility?

Residents in long term care facilities sometimes have little or no contact with the outside world. They sometimes feel helpless in controlling their own lives. The ombudsman is a voice for residents to help them resolve their problems and assist them in understanding what is happening to them. This program is part of Illinois' continuing effort to improve conditions for and services to the elderly.

know how to say our name to us

You can use our Ombudsman service if you are:

. . . a resident in a long term care facility and have a question or problem about the care you are receiving, about your rights, about Medicaid or Medicare payment.

. . . a relative or friend of a long term care resident and have a question or problem regarding care or benefits.

. . . a potential long term care resident or friend or relative of such a person seeking information about long term care.

. . . a long term care employee or administrator with a problem whose resolution will improve the quality of life for residents.

. . . a member of a community group or an interested citizen concerned with improving long term care for our elderly citizens.

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What is our service ?

We will seek information from the appropriate sources to answer questions and provide information to consumer, about long term care or benefits related to long term care.

We will attempt to investigate and resolve appropriate problems we receive about long term care or related governmental agencies. We will take whatever steps are necessary to resolve these problems.

We will work with all interested citizens, health facilities and professional groups to define issues in long term care and work with such groups to implement needed changes in legislation or regulations.

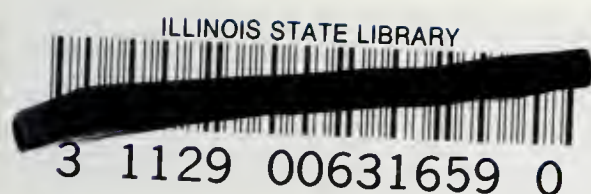
Any problems will be attempted to be resolved within the facility.

Together we can improve the quality of life for long term care residents and insure a brighter future for all of us.

**Contact the
Ombudsman program
with your problems
or questions.**

Call or write:

ILLINOIS DEPARTMENT ON AGING



We will be training a local volunteer in your area to perform some of the duties of an ombudsman.

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